

March 18, 2004

210.H

TO: ODIN Contractors

SUBJECT: Delivery Order Selection Process (DOSP) at NASA Headquarters (HQ)
for the Outsourcing Desktop Initiative for NASA (ODIN)

REFERENCE: ODIN Master Contract Clause A.1.2, Delivery Order Selection Process

NASA Headquarters intends to select a single ODIN provider using the DOSP set forth in the ODIN Master Contract referenced above. One delivery order will be issued for Headquarters and administered by a Delivery Order Contracting Officer (DOCO) and a Delivery Order Contracting Officer's Technical Representative (DOCOTR). At delivery order inception, HQ intends to utilize the ODIN Delivery Order to procure desktop services, facsimile services, printer services, and Catalog of Services and Commercial Components (CSCC).

All proposal submissions must be received no later than 4:00 pm Eastern Daylight Time on April 30, 2004. Please refer to Enclosure 1, Guidelines for DOSP Submittal, for DOSP proposal submittal guidelines. The guidelines include information on the proposal structure, number of proposal copies, delivery location, and other details. In accordance with Master Contract Clause A.1.2.2, NASA (DOSP), the latest information needed to perform the DOSP is posted on the HQ ODIN web page located at <http://www.hq.nasa.gov/odin2/>.

Vendor Briefing

The room change for the Vendor Briefing is now as follows:

Monday, 8:30 a.m. to 4:00 p.m., March 22, 2004: Program Review Center (PRC) (9H40)

Tuesday, 8:30 a.m. to 4:00 p.m., March 23, 2004: PRC (9H40)

Upon arrival at NASA Headquarters, proceed to the Badging Office where you will be issued a Temporary/Visitors Badge after signing in and escorted to the briefing room. Your point of contact for the Vendor Briefing is Mr. Noah Nason, telephone number (202) 358-1334.

Due Diligence

All ODIN Contractors will perform due diligence simultaneously at Headquarters. Due diligence will begin on March 19, 2004, and end on April 20, 2004, and was announced in a separate letter on March 1, 2004. ***Please note the room change for the due diligence orientation meeting on March 24, 2004 from 9 to 11 a.m.: PRC (9H40).*** Responses to questions presented during due diligence will be provided in writing to all parties expressing an intent to submit a proposal. Details on the due diligence process will be provided in the HQ ODIN Vendor Briefing and additional details will be provided during the due diligence orientation on March 24, 2004. Upon arrival at NASA Headquarters, proceed to the Badging Office where you will be issued a

Temporary/Visitors Badge after signing in and escorted to the briefing room. Your point of contact for due diligence is Mr. Tom Walthall, telephone number (202) 358-1304. **PLEASE DO NOT CONTACT OTHER PERSONNEL DURING DUE DILIGENCE EXCEPT FOR THE DELIVERY ORDER CONTRACTING OFFICER OR THE DUE DILIGENCE POINT OF CONTACT.**

Documentation

In addition to the web page mentioned above, a hardcopy of all documentation will be available at the NASA Headquarters Library, which is located at 300 E Street SW, Washington, D.C. Check with the library information desk for location of material, workspace, and access to photocopy machines.

Selection Process Milestones

- April 30, 2004: Proposal Submissions Due
- May 3, 2004 – May 21, 2004: NASA Evaluates Proposals
- May 24: Down-select Contractors
- May 25, 2004 – May 27, 2004: Contractors Make Oral Presentations
- June 30, 2004: Announce Selection and Sign Delivery Order
- July 1, 2004 – August 31, 2004: Start Transition to ODIN
- September 1, 2004: Start Delivery Order

Pursuant to Master Contract Clause A.1.2.2, NASA (DOSP), fair consideration will be given to each Contractor in the ODIN Contractor pool. The issuance of the HQ delivery order will be to the ODIN Contractor submitting the most favorably evaluated proposal. Each Contractor's DOSP written submission and oral presentation will be evaluated using the HQ Delivery Order Selection Criteria (DOSC) described in Enclosure 2.

Down-Select of Contractors

Following the evaluation of the proposals, NASA HQ plans to perform a down select of the ODIN Contractors and only retain for further consideration those who have a reasonable chance of being awarded a delivery order. The retained Contractors will be required to give an oral presentation.

Oral Presentations

The Contractors remaining after down-select shall give an oral presentation in accordance with Master Contract Clause A.1.2.2 (b)(4), NASA (DOSP). The presentation shall be confined to emphasizing the key elements that make the Contractor's submission unique, as well as covering the Delivery Order Selection Criteria (DOSC) elements. The oral presentation, including questions and answers, and a catalog demonstration will be limited to three and one half hours with adequate breaks throughout. Orals will be recorded. Fifteen hard copies and one electronic copy in Microsoft PowerPoint 2000 format of the accompanying presentation charts shall be submitted two business days prior to the presentation. The presentations will be conducted between May 25 and May 27, 2004.

DOSP Transition

The transition from the current IT support services contractor to the ODIN Contractor will occur between July 1, 2004 and August 31, 2004. The ODIN Contractor shall be fully responsible for providing the HQ ODIN IT services starting September 1, 2004. The HQ ODIN Contractor must indicate in the proposal how the transition will occur.

Asset Transition

According to Master Contract Clause A.1.14, Asset Transition, Government assets (i.e. hardware and software) will be made available to the ODIN Contractor for management (not ownership) and support. The Asset Transition Value of non-ODIN contractor assets (SAIC) to be transferred to the Contractor at contract start is valued at approximately \$297,413.29 as of September 10, 2004. Upon payment of the asset transition value by the Contractor to the non-

ODIN contractor, ownership will be transferred to the Contractor. The Contractor shall coordinate the transfer of this property directly with the non-ODIN contractor.

Upon replacement of the Government assets, Contractor-owned equipment shall be the sole responsibility of the Contractor to manage through its asset management tracking system. The Government will dispose of the replaced Government-owned equipment. There are additional special instructions regarding Government assets provided in Enclosure 4, Government Furnished Equipment. All Government and non-ODIN assets to be transferred are listed in Attachment M, NASA Headquarters Property, of Enclosure 4, SOW.

NASA Headquarters Statement of Work

Enclosure 4 contains the NASA Headquarters Statement of Work (SOW), which supplements the Master Contract SOW.

Proposal to Become Part of the Contract

The Government may incorporate all or some of the Contractor's proposal by reference as part of the delivery order. In all cases Enclosure 4, Statement of Work, will take precedence over the Contractor's proposal.

Deliverables

All Contractor developed processes and procedures for ODIN support of Headquarters shall become the property of the Government.

[Original signed by]

Michelé Hull
Contracting Officer

Enclosures:

1. Guidelines for DOSP Submittal
2. Delivery Order Selection
3. Standard Form 1449
4. NASA Headquarters ODIN DO2 Statement of Work
5. Government Furnished Equipment

ENCLOSURE 1

Guidelines for DOSP Submittal

Proposal Structure:

Each Contractor's proposal shall be compliant with the following mandatory structure and outline. Failure by a Contractor to comply with this structure and outline will be considered non-responsive and the Government will not evaluate such a proposal.

The proposal shall be submitted in two separate volumes: Volume 1 and Volume 2.

- Volume 1 shall be labeled "Technical Proposal"
- Volume 2 shall be labeled "Price Proposal"

Volume 1 – Technical Proposal

Volume 1, Technical Proposal, shall be prepared using Microsoft Office 2000 and shall be submitted in both hard copy and electronic formats and submitted on compact disks (CDs). The Contractor shall submit twelve (12) hard copies and five (5) electronic copies of Volume 1. The hard copies shall be physically divided into eight specific sections delimited by distinct tabbed pages or commonly colored, i.e., other than white, separator pages, labeled as follows:

- Tab A: Transmittal Letter
- Tab 1: Customer Focus
- Tab 2: Transition Issues
- Tab 3: Service Delivery
- Tab 4: Mission Focus
- Tab 5: ODIN Past Performance
- Tab 6: Enclosure 4 "NASA Headquarters ODIN DO2 SOW" Traceability Matrix
- Tab 7: DRD submission for DRDs HQ-7, HQ-13, HQ-14
- Tab 8: Transition Plan
- Tab 9: Safety and Health Plan, DRD HQ-8

The content at Tab A shall be a transmittal letter from the Contractor and shall not exceed one page in length.

The content at Tabs 1 through 5 shall be specifically organized, structured, and labeled according to the respective categories and sub-categories, to the lowest level, presented in Enclosure 2, Delivery Order Selection Criteria. The total material in Tabs 1 through 5, inclusive, shall not exceed 40 pages, not counting the delimiting pages which separate the sections.

The content at Tab 6 shall be a Traceability Matrix which maps each item identified and described in Enclosure 4, Statement of Work, to the specific, respective categories and sub-categories, to the lowest level or levels within Tabs 1 through 4 (For example, Transition Issues paragraph F3a). This Traceability Matrix will help ensure the Government understands where in the proposal each item in Enclosure 4 is addressed. It is recognized by the Government that in

some instances a Contractor may choose to address an item or items at multiple categories and sub-categories within Tabs 1 through 4, thus the Traceability Matrix Column 4 shall map all such instances. The Traceability Matrix may be as short as one page or may be multiple pages in length.

The Traceability Matrix shall be submitted in Microsoft Excel 2000 spreadsheet format (NASA HQ ODIN DO2 Traceability Matrix Response 2004mmdd.xls) with the following column headings:

- Column 1 shall contain the DO2 “SOW Paragraph Number”. This column shall list all paragraphs contained in the DO2 SOW.
- Column 2 shall contain the “Paragraph Title” corresponding to the paragraph number.
- Column 3 shall contain the “Contractor’s Response”. This column shall contain the ODIN Contractor response to the paragraph listed in the first column. The permissible responses are “Yes” (Contractor shall accomplish the stated requirement without reservations) and “Yes with qualifications” (Contractor shall accomplish the stated requirement with qualifications).
- Column 4 shall contain the “Proposal Paragraph Number” in the Contractor’s proposal where the Contractor addresses the SOW requirement and any qualifications / assumptions. If the Contractor answers “Yes” in column 3, then the Contractor is not required to discuss this requirement in their proposal and the block may be blank.
- Column 5 shall list any assumptions that apply to this requirement. Contractor may use additional columns if needed. Furthermore, all such assumptions will be embedded in the body of their proposal at the paragraph listed in Column 4. These assumptions shall begin with the word “ASSUMPTION:” followed by the specific assumption in italics.

As a base for this tab, the Contractor shall use a Government provided copy of this matrix with columns one and two already completed. This copy is provided in the Vendor’s Library.

Tab 7 The Contractor shall provide:

- DRD ODIN-HQ-7, Information Technology Security Management Plan
- DRD ODIN-HQ-13, Asset Transition Value Report and Asset Value Calculation Methodology
- DRD ODIN-HQ-14, Communications Plan

This tab shall contain no more than thirty pages. These DRDs will be finalized and approved prior to DO start.

Tab 8 - The Contractor shall provide a copy of their Transition Plan in accordance with Master Contract paragraph A.1.2.2 (b) (3), NASA (DOSP). This plan shall be no more twelve pages.

Tab 9 – The Contractor shall provide a copy of their Safety and Health Plan in accordance with DRD ODIN-HQ-8, Safety and Health Plan. There is no page limit for this plan.

Volume 2 – Price Proposal

Volume 2, Price Proposal, shall be submitted in both hard copy and electronic formats. The Contractor shall submit four (4) hard copies and four (4) electronic copies of Volume 2 that shall be prepared using the Government price model. The Government price model will be made available at the web site <http://www.hq.nasa.gov/odin2/> upon the issuance of the DOSP letter. The electronic format submitted by the Contractor shall use Microsoft Office 2000 - Microsoft Excel 2000 and shall be submitted on compact discs (CD). The price model is the baseline to be used by the Government for evaluation and is based on the ODIN Service Tables contained in Section E of the ODIN Master Contract. There is no page limitation for the price model or supporting price data.

Each Contractor shall provide a standard price for each seat and service level, and shall provide a price for each option listed in the contract. Each option shall be priced as an incremental change to the respective standard seat or service price. Contractors shall include the price for each item and option, even if the stated quantity is 0 (zero). Contractors shall provide monthly prices in the appropriate columns for Years 1, 2 and 3.

In addition to the desktop seat prices, the price proposal shall include, for the life of the delivery order, all prices for all existing hardware and software not included in the desktop seat price. Attachment B, Price Model, of Enclosure 4, SOW reflects all existing hardware and software that shall be priced in the proposal.

The price model is designed to automatically complete all necessary calculations. The Government reserves the right to change quantities prior to the issuance of the delivery order. Additional information and instructions regarding the Government price model can be found on the general information page at the beginning of the price model worksheet. The additional information follows the title "Basic information and instructions about spreadsheet".

Contractor shall notify the DOCO immediately if it suspects an error in the price model or have questions about the price model.

As part of the cost proposal, the Contractor shall provide the following:

(A) The cost algorithms used by the Contractor to determine the price during DO2 for the addition, maintenance, and deletion of the following:

1. Triage 1 with refresh
2. Triage 1 without refresh
3. Triage 2
4. Triage 3
5. Call List
6. Category 1 with refresh
7. Category 1 without refresh
8. Category 2
9. Category 3

(B) The ATV calculation methodology to be used by the Contractor.

(C) An estimate of the ATV remaining at the end of DO2.

(D) A description of how any refresh seat pricing affects the final ATV costs.

- (E) The cost per seat for each software license included in any seat type that includes software. This applies to the operating system software and to Core Load software as defined in Attachment G of the Enclosure 4, SOW. All such software licenses shall be transferable to the Government without penalty upon request by the Government.

At the Vendor Briefing, the Government will provide sample item quantities to be used in the calculation of a cost total for each of these algorithms. These algorithms will be incorporated into the contract.

Page Definition

For the purposes of Volume One Technical Proposals submitted by ODIN Contractors for NASA HQ, a page is defined as one side of a sheet, 8.5" x 11", with no less than one inch margins on all sides, using greater than 11 point font size. Foldouts shall count as an equivalent number of 8.5" x 11" pages and shall not exceed 10 percent, i.e. 3.5 pages of the total 40 pages allowed. The metric standard format most closely approximating the described standard 8.5" x 11" paper size may be used in lieu of standard 8.5" x 11". Illustrations, drawings, charts, etc. are included in the count towards the page limitation total, however, such items may use a 10-point or larger font size.

Proposal Submittal Deadline, Recipient, and Location

By April 30, 2004, 4:00 pm EDT, the Contractors shall provide and NASA Headquarters must receive the required number of proposal copies in the required formats. These shall be provided to the attention of Michelé Hull, (202) 358-0546, at the address below:

NASA Headquarters
Attention: Ms. Michelé Hull
Code OCF, Room 4S34
300 E Street, S.W.
Washington, DC 20546

Address for hand delivered submittals is the same as the above mailing address.

NASA Headquarters office hours are 8:00 a.m. to 4:30 p.m.; Monday through Friday, excluding Government holidays.

ENCLOSURE 2

Delivery Order Selection

Selection Criteria Categories

The Delivery Order Selection Criteria in A.1.2.2 (d), NASA (DOSP), will be used for the DOSP.

The criteria are as follows:

- Customer Focus
- Service Delivery
- Transition Issues
- Pricing
- ODIN Past Performance
- Mission Focus (Including Safety and Health Plan)

Customer Focus and Service Delivery are each more important than Pricing, Transition Issues, and ODIN Past Performance. All are more important than Mission Focus.

Selection Criteria Category Detail

1) Customer Focus

The Government will evaluate the Contractor's commitment to garnering and maintaining excellent customer satisfaction; the practicality, effectiveness and efficiency of its approach to achieving this; and the Contractor's understanding of the NASA Headquarters environment, and the general and specific requirements of its end users.

The Contractor shall describe how it intends to provide effective customer support at NASA Headquarters. Specifically, the Contractor shall describe in detail how it will:

(A) Provide integrated customer support/help.

(B) Provide face-to-face support with individual customers, customer IT POCs, customer groups, and Code OCI.

(C) Conduct customer outreach.

The Contractor shall also include:

(D) Its step-by-step procedure from the point at which a customer originates a call to the point of resolution. This shall be clearly identified in the response to A, B or C above, or can be included as a separate item D.

(E) A description of information it will make available to customers. Examples of such information include, but are not limited to, availability of catalog items, and order tracking and trouble call status. The Contractor shall describe the systems it intends to use to make customer information available.

(F) A detailed description of any gaps between the level of information proposed to be available and that, which is currently available through existing Contractor systems.

(G) As part of the DOSP, a set of goal metrics, which will be evaluated and agreed to by the Government and included in the delivery order in Master Contract Table F.1.1, level 1 Metrics. *The Government will evaluate the proposed metrics against the baselined Level 1 metrics included in the DOSP letter, specifically the updated Table F.1.1., to assess the degree to which these metrics maintain and improve the delivery of desktop and communications services to Headquarters and the end users throughout the life of the delivery order.*

(H) In addition to the required Level 1 metrics, a set of customer satisfaction and Help Desk metrics, which it intends to meet over the term of the delivery order.

(I) A description of how it will incorporate continuous improvement activities throughout the term of the Delivery Order.

2) Service Delivery

The Government will evaluate the efficacy, suitability, and plausibility of the Contractor's approach, requirements, and plans to meet specific ODIN service requirements at NASA Headquarters. The Contractor should adapt its response from the master solicitation to the NASA Headquarters specific environment.

The Contractor shall describe its approach to:

(A) Technology refreshment – The approach to technology refreshment shall include specific plans to replace the existing NASA Headquarters seats in accordance with the SOW. In addition, the Contractor shall identify how it will keep NASA Headquarters current with new technology available in the market place. For instance, evolutionary technology beyond the standard seat certification requirements, such as occurred in the progression from CD to DVD; and floppy disks to memory sticks.

(B) Software refresh - The Contractor shall describe how it will ensure that software refresh requirements will be achieved in accordance with the service levels specified. Further, the Contractor shall describe how it will accomplish the software refreshes. Items for consideration in the Contractor's response include requirements, risk and security assessments, scheduling, customer coordination, testing, training, and actual deployment.

(C) Project management – The Contractor shall describe their project management methodology including schedules, requirements management, and action item and cost controls. Systems that will be used to support project management shall be identified.

(D) Interaction with non-ODIN contractors - The Contractor shall describe how it will specifically (i.e., on a day-to-day basis) interface, coordinate, and integrate (where and when required) with non-ODIN contractors at the NASA Headquarters where there is a requirement to interface with the ODIN Contractor. This should be specific to address the Agency and Headquarters responsibilities in Section C.4, Operating Model, of the SOW. The Contractor shall identify the affected non-ODIN contractors at NASA Headquarters.

(E) On-site facilities/space requirements - The Contractor shall provide a description of any facilities/space requirements at NASA Headquarters. This description shall include square footage, room configurations, mechanical and electrical requirements, and any other special needs above.

NASA will provide working space at no charge to the ODIN Contractor for personnel who must be housed in the NASA Headquarters building in order to perform their job functions under this Delivery Order. For this purpose NASA will provide working space not to exceed 4500 square feet. The exact space allocation will be determined at contract acceptance and will be based on Contractor needs and NASA available space. The facility space includes electricity, HVAC, plumbing, janitorial services, fire protection, emergency medical, local telephone services, connection to Local Area Networks, and office furniture (based on availability). Storage space will not be provided except as needed for the Reuse Pool.

(F) Training Philosophy and Plans - The Contractor shall adapt its response from the master solicitation to HQ-specific environment.

(G) Asset Management - The Contractor shall describe how it will ensure that assets, both hardware and software, are tracked and managed so that at any point in time the exact configuration can be identified for each seat and/or system.

HIT security – The Contractor shall describe how it will accomplish the requirements in Section IV, Security Requirements, of the SOW.

(I) Limiting Cost Growth – The Contractor shall describe its practices for limiting cost growth and preventing scope creep.

In addition, the Contractor shall describe how it will meet:

(I) The various training requirements identified in Master Contract paragraph Section C.5.1, End User Training.

(J) The requirements for Master Contract Attachment E, ODIN Service Model at NASA Headquarters.

3) Transition Issues

The Government will evaluate the extent to which the Contractor's transition plan ensures continuity of operations at NASA Headquarters. This includes:

- (A) Minimizing disruption to the existing operations.
- (B) Optimizing the use of existing assets.
- (C) Maintaining or improving customer satisfaction through the transition.

The Government will also evaluate the means by which the Contractor:

- (D) Assesses and adjusts its plans to meet customer satisfaction objectives.
- (E) Facilitates and enhances coordination and cooperation (including integration requirements) with any and all affected parties.
- (F) The Contractor shall adapt its transition plan submitted during the master solicitation, as required, to address any changes caused by additional information and the due diligence. The Contractor shall discuss:
 - (1) The transition from the present NASA Headquarters environment to the point at which the Contractor assumes full responsibility for assets and operations; and
 - (2) Impacts and plans to mitigate impacts to the current local labor force providing comparable IT services.
 - (3) The plan shall also address:
 - (a) The approach to asset transition at NASA Headquarters;
 - (b) Recommendations for change to the NASA Headquarters infrastructure as services are refreshed;
 - (c) A snapshot of the composition of the NASA Headquarters environment as it would appear at the end of the delivery order (i.e., three years); and
 - (d) The method by which existing applications, including COTS and GOTS software, will be migrated to new equipment and software as older products are refreshed.
 - (e) The specific timelines of all tasks over two days in duration or with more than 20 hours of non-ODIN contractor and/or Government staff involvement
 - (f) The total effort in hours expected of all non-ODIN contractor and Government staff needed to complete a successful transition

4) Pricing

Pricing will be evaluated utilizing the submitted price proposal. In addition, the Government will evaluate the:

- (A) Means by which catalog pricing shall be kept current.
- (B) Cost algorithms used by the Contractor to determine the price for the addition, maintenance, patching, and deletion of the following:
 - 1. Triage 1 with refresh
 - 2. Triage 1 without refresh
 - 3. Triage 2
 - 4. Triage 3
 - 5. Call List
 - 6. Category 1 with refresh
 - 7. Category 1 without refresh
 - 8. Category 2
 - 9. Category 3
- (C) Contractor's ATV calculation methodology.

5) ODIN Past Performance

The Government will evaluate:

(A) The Contractor's past performance at other NASA Centers in performing delivery orders under this contract,

(B) Or if ODIN past performance information is not available, the Contractor shall provide past performance updates to the information provided during the master solicitation for evaluation by the Government.

6) Mission Focus

The Government will evaluate the Contractor's demonstrated understanding of the NASA HQ mission, culture, and environment.

(A) The Contractor shall provide a description of its expertise as it relates to the NASA HQ mission. This description shall also address the specific experience the Contractor has working in an environment similar to the mission areas of NASA Headquarters.

(B) The Contractor shall adapt, to accommodate NASA Headquarters requirements, its master solicitation proposal regarding:

(1) Asset disposal

(2) Small, small disadvantaged, and woman-owned small business utilization.

(C) The Contractor shall address any NASA Headquarters-specific programs with respect to donating equipment.

(D) The Contractor shall address any NASA Headquarters-specific ISO 9000 requirements.

ENCLOSURE 3

Standard Form 1449

Provided Separately: See: SF 1449.ifm

ENCLOSURE 4

Statement of Work

Provided Separately. See: ODIN DO2 DOSP Letter Enclosure 4 SOW 20040318.doc

Enclosure 5

Government Furnished Equipment (GFE)

Hardware

The Government will furnish the Contractor computer hardware for use by Headquarters customers. The Government will retain title to this equipment, which is listed in Attachment M, NASA Headquarters Property, of Enclosure 4, SOW. The Contractor shall provide asset management for this hardware and shall provide support for it based on the ordered service level. This hardware shall be retained until the Government directs disposal. The Contractor may recommend disposal for no longer needed hardware.

Above Core Load Triage 1, Triage 3, Category 1, and Category 3 Software

The Government will furnish the Contractor Commercial off-the-shelf (COTS) computer software for use by Headquarters customers. The Government will retain title to the software, which is listed in Attachment M, NASA Headquarters Property, of Enclosure 4, SOW and Attachment H, Triage 1, 2, 3 and Call List hardware and Software, of Enclosure 4, SOW. The Contractor shall provide asset management for this software and shall provide support for it based on the ordered service level. This software shall be retained until the Government directs disposal. The Contractor may recommend disposal for no longer needed software. Increases in licenses for this software will normally be obtained via the Contractor's Catalog of Services and Commercial Components (CSCC).

Core Load Triage 1 Software

The Government will furnish the Contractor Core Load software (See Attachment G, NASA Headquarters Desktop Hardware/Software Baseline Products Suite, to Enclosure 4, SOW) for use by Headquarters customers. The Government will retain title to the software, which is listed in Attachment H, Triage 1, 2, 3 and Call List hardware and Software, to Enclosure 4, SOW. The Contractor shall provide asset management for this software and shall provide support for it based on the ordered service level.

The Contractor shall maintain these licenses throughout the life of DO2 unless directed by the Government. These licenses shall be increased as needed to fulfill seat requirements at no additional cost to the Government other than as appropriate through an ordered seat service. The Contractor shall transfer these licenses back to the Government at the termination of DO2.

Joint Use Hardware and Software

1. The Government will own, operate, and maintain the anti-virus server (Norton Anti-Virus (NAV)). The Government will own and pay for the anti-virus server and client software. In accordance with the Headquarters' CCB process, the Contractor shall be responsible for installing, maintaining, and upgrading the client software and for insuring the proper posting of anti-virus signatures to ODIN computers at no additional cost to the Government.

2. The Government will own, operate, and maintain the PatchLink server. The Government will own and pay for the Patchlink server and client software. In accordance with the Headquarters' CCB process, the Contractor shall be responsible for installing, maintaining, and upgrading the client software and for insuring the proper posting of Patchlink updates to ODIN computers at no additional cost to the Government.
3. The Government will own, operate, and maintain all web servers. The Government will own all web server software. The Government will host all Contractor web pages. The Contractor shall provide the Government with fully functional and bug free web content in accordance with NASA HQ web standards at no additional cost to the Government. Once the complete, accurate, and bug free content is approved by the DOCOTR or his designee the Contractor shall post the content to the designed web site. The Government will be responsible for managing the web service.
4. The Government will own, operate, and maintain the SMS and NetOctopus servers. The Government will own and pay for the SMS and NetOctopus client software. In accordance with the Headquarters' CCB process, the Contractor shall be responsible for installing, maintaining, and upgrading the client software and for insuring the proper posting of SMS and NetOctopus updates to the clients at no additional cost to the Government. The Contractor may propose their own solution for computer patching and updating or may use the capabilities of the Government provided SMS and NetOctopus servers at no additional cost to the Government. In either case, the Contractor shall be responsible for developing, testing, and use of necessary scripts, and for the successful updates of computer software and operating systems for all ODIN computers.
5. The Contractor shall propose its own complete Help Desk and asset management hardware and software solution at no additional cost to the government. This solution shall include any specialized telephones and telephone switches that the Contractor requires. The Government will provide the Contractor with all Remedy ticket and asset management data from its current system. During the Delivery Order transition period, the Contractor shall be responsible for converting the data with consulting assistance from the non-ODIN contractor.

The Government owns, operates, and maintains its own Remedy system, including server hardware, server software, client software, and telephone switch. The Government currently uses this system for all IT Help Desk support, for a Level 2 IFM Help Desk, and for asset management (The Seat Management Business System (SMBS) module). Once the ODIN Delivery Order starts, the Contractor's Help Desk and Asset Management System will not include support for the Level 2 IFM Help Desk. However, if the Contractor proposes a Remedy solution, the Government may wish to negotiate a consolidation of help desk hardware and software to include the Level 2 IFM Help Desk.